

How to Get Tech Support at Wheeler

Password Problems

Faculty & Staff

- Call the Customer Care Center.
- (Most password problems can be fixed over the phone, including Novell, GroupWise email, telephone voicemail, SchoolMax, & I-Que.)
- If your SchoolMax/I-Que password is not working, please submit your attendance on paper to Ms. Gagat until it is fixed.

Students

- Novell Login Passwords: See a library staff member, a Business Ed teacher, Jeff Rosen, or Gregg Farmer
- Mac Login Passwords: See Gale Lyons

School-wide Network Outage/Servers Down

ONE person should contact the Customer Care Center. If you are unable to access a server or the internet, ask two or three others in your area if they are having the same problem. If everyone is having the same problem, call the library to make sure it has been reported. Otherwise, follow the steps for individual/lab problems below.

Individual or Lab Computer Problems (including printers, network access, etc.)

Try to solve the problem with some basic troubleshooting steps:

1. Unplug & reconnect *both ends* of all relevant cables.
2. Turn the computer & printer completely off for 30 seconds, then restart.
3. Ask two or three other teachers if they have encountered the same problem and, if so, how they solved it.

If basic troubleshooting does not solve the problem, then contact the Customer Care Center (instructions below).

Other Instructional/AV Equipment Repairs (TVs, VCRs, etc.)

- Blown Bulbs:
 - See your Department Head for a replacement bulb.
 - If you need help installing the bulb, contact the library staff.
- Photocopier Repairs: See Mary McGinnis, Magnet Office
- For other AV, Cable TV, & Equipment problems:
 1. If the equipment is easily transportable, bring it to the library. If not, contact the library staff to notify them of the problem.
 2. The library staff will fix the problem or (if necessary) submit a repair request. (Please be aware that if repairing an item is not economically feasible, the county will neither repair nor replace it. This is often the case with VCRs, older overhead projectors, digital cameras, and printers.)

Contacting the Customer Care Center:

1. Before contacting the Customer Care Center, gather the following information:
 - Your name and badge number
 - Room number where the equipment is located
 - Type of equipment (computer, printer, etc.)
 - Make, model & property tag number of the equipment
 - A *specific* description of the problem, including any error messages
2. Call **(770) 426-3330** or an email to: **techhelp@cobbk12.org**
(Be sure to include all the relevant information above.)